

ORIGINAL

COMMISSIONERS
BOB STUMP - Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH

OPEN MEETING AGENDA ITEM



0000145785

ARIZONA CORPORATION COMMISSION

To: Docket Control

RE: Johnson Utilities Docket No. WS-02987A-08-0180

Please docket the attached 6 customer comments OPPOSING the above filed case.

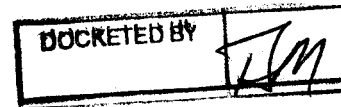
Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

JUN 14 2013



ARIZONA CORPORATION
COMMISSION
DOCKET CONTROL

2013 JUN 14 A 11:35

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 111189

Date: 6/13/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Ashley**

Germaine

Account Name: Ashley Germaine

Home:

Street:

Work:

City: San Tan Valley

CBR:

State: AZ Zip: 85143

is:

Utility Company: **Johnson Utilities L.L.C. d/b/a Johnson Utilities Company**

Division: Water

Contact Name: Greg Brown

Contact Phone: (

Nature of Complaint:

***** WS-02987A-08-0180 *****

Customer sent the following -

I wanted to express my opinion in favor of not increasing water rates for San Tan Valley residents.

I wonder if Johnson Utilities has taken any time to conduct an internal audit to see where they could cut costs. I imagine that it has not and therefore in a hasty and lazy manner have decided to increase resident costs arbitrarily. The annual "customer appreciation day" as well as Gary Johnson's personal opinion newsletter are some examples of discretionary spending that can be cut. I am sure there are more to be found. I hope you take my voice as a representation of my friends and neighbors here when we say we would rather avoid a rate hike than have a "free" yearly barbecue.

I would ask that the Corporation Commission please take note of neighboring (incorporated) cities' water rates. Doing so will reveal that the base water meter charges imposed by Johnson Utilities is already higher than that of our neighboring cities, Chandler and Gilbert. I believe that this is a result of Johnson Utilities unnecessarily taking advantage of it's monopoly over our water.

My plea with the Commission is that this rate increase will be denied. Johnson Utilities should conduct an internal audit to see where it can cut expenses before it even thinks to present this docket again, or at least fix the low water pressure issue a lot of us residents have been dealing with, and without resolution.

Thank you.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 6/13/2013

Opinion No. 2013 - 111189

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: _____

Fax: / _____

Priority: Respond Within Five Days

Opinion **No.** 2013 - 111193

Date: 6/13/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
Ralph Lueck

Account Name: Ralph Lueck

Home:

Street:

Work:

City: San Tan Valley

CBR:

State: AZ **Zip:** 85143

is:

Utility Company: Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division: Water

Contact Name: Greg Brown

Contact Phone:

Nature of Complaint:

***** WS-02987A-08-0180 *****

Customer sent the following -

I am in opposition to this requested rate increase by Johnson Utilities. We have experienced poor quality of water and bad service for many years. Both kitchen faucet and yard watering systems barely operate due to extremely low pressure. Water often has odor and is always filled with calcification particles. We are constantly replacing appliance filters at high costs. Most of our yard plants are dying due to lack of water coming from sprinkler heads.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 6/13/2013

Opinion No. 2013 - 111193

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 111192

Date: 6/13/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Alden L. **Last:** Weight

Account Name: Alden L. Weight

Home:

Street:

Work:

City: San Tan

CBR:

State: AZ Zip: 85143

is:

Utility Company. Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division: Water

Contact Name: Greg Brown

Contact Phone:

Nature of Complaint:

***** WS-02987A-08-0180 *****

Customer sent the following -

As a Johnson Utilities customer, I am opposed to increasing rates for the following reasons:

- Johnson Utilities has an extensive history of EPA violations, ADEQ fines for various incidents, and other water-quality problems. No other utilities company I've dealt with in the past has had anywhere NEAR this company's highly embarrassing (at best) track record.
- The net effect of a rate increase will be to pass on the cost of Johnson Utilities' ADEQ fines and cleanup costs from various incidents - not only E. coli and nitrates found in their water last year, but most recently the wastewater spillover at San Tan Heights - directly to their customers. This is not only unacceptable business practice, but would ultimately negate the purpose of a fine.
- Johnson Utilities is already one of the highest-priced water companies in Arizona. If they cannot provide better service for the money they already charge, they need to examine their own business practices and make them more efficient rather than ask for yet more revenue from customers.

I respectfully urge you to deny this application for a rate increase. Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 6/13/2013

Opinion No. 2013 - 111192

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 111191

Date: 6/13/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By:

James

Cartwright

Account Name:

James Cartwright

Home: (

Street:

Work:

City:

Queen Creek

CBR:

State:

AZ Zip: 85142

Is:

Utility Company.

Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division:

Water

Contact Name:

Greg Brown

Contact Phone:

Nature of Complaint:

***** WS-02987A-08-0180 *****

Customer sent the following -

As it is obvious that past rate increases have only resulted in more money in Mr. Johnson's pocket, and the fact that we are paying for sub-par service, I am opposed to any further rate increase.

The on-line payment system is antiquated, the phone system is a joke.

If some of the tax payers money was reinvested into the service, then rate increases would be easier to swallow. It hasn't happened in the past and will not likely happen in the future.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 6/13/2013

Opinion No. 2013 - 111191

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111190

Date: 6/13/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Jessica

Furman

Account Name: Jessica Furman

Home:

Street:

Work:

City: San Tan Valley

CBR:

State: AZ Zip: 85143

is:

Utility Company: Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division: Water

Contact Name: Greg Brown

Contact Phone:

Nature of Complaint:

***** WS-02987A-08-0180 *****

Customer sent the following -

We are already paying outrageous prices for water that is often dirty (visibly cloudy) and has a foul odor to it. For the past month, my water pressure has also been so low that there have been days I cannot shower, run the dishwasher, or wash clothes.

When speaking to Johnson Utilities about the problem, they assured me that it will be corrected in 30 days. That means I am paying full price for two months with water I cannot use! Half my backyard is brown because the water pressure is so low that the irrigation system cannot reach the middle of my small lawn.

There is never any communication from Johnson Utilities about problems, boil water notices, etc. Something is wrong with this company, and more money is not the solution!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 6/13/2013

Opinion No. 2013 - 111190

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111198

Date: 6/13/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: Esther

Hoffman

Account Name: Esther Hoffman

Home:

Street:

Work:

City: San Tan Valley

CBR:

State: AZ Zip: 85143

is:

Utility Company. Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division: Water

Contact Name: Greg Brown

Contact Phone:

Nature of Complaint:

***** WS-02987A-08-0180 *****

Customer sent the following -

To whom it may concern:

I am pleading with you to not allow Johnson Utilities to raise our rates. We are not even getting the service we are paying for now as it is. I have lived out here for over 9 years and the service just keeps getting worse instead of better. For months our water pressure has been fluctuating from low to absolutely no water at all. I can not even run my dishwasher and turn on my sink at the same time without it effecting the water pressure significantly. I have called Johnson Utilities on this more than once and they say they are going to send a tech out to test it and they will get back to me and let me know the results and to this day I have heard nothing back from them. The last time I called about the pressure issue they told me that they had a well down and that is causing some of the problem and that well will be down for a month longer. So we sit here having to deal with this but they will not offer to lower our bill or anything. I pay over \$105 per month for 1/2 the service. My lawns are mostly dead as the heads can't even pop up due to the low pressure and the only green parts on them is where the water just trickles out of the heads, we had to put in a water softener a few years ago to try to help as the water is rusting out the racks in my dishwasher, the water smells funny at times, we can't just hop in the shower at any time because the water pressure is too low. Just this past Friday we had no water that morning and I called them before 8:00 to find out what was going on. The lady that answered the phone informed me that they had an outage and that they didn't know when it was going to be on. I asked if the company was going to adjust our bill for it and she said if you would like to make a complaint call back at 8:00. I asked her what were we suppose to do if we were without water for awhile as we can't use our toilets, get water, or anything and again she reiterated if we would like to make a complaint then call back at 8:00. Obviously I wasn't getting anywhere with her and she really didn't care. I did call back at 8:00 and of course the phone lines were so busy that you couldn't get through. I am really really tired of feeling like we live in a 3rd world country over here and paying top rates for service we are not getting and we don't have a choice. Please please listen to those of us that have to live with this and do the right thing. Thank you so much for listening and for your time!!!!

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 6/13/2013

Opinion No. 2013 - 111198
